



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#18
T.D.
11/28/03

In re the application of: Lundy M. Lewis

Serial No.: 09/577,232

Filed: March 23, 2000

For: METHOD AND APPARATUS FOR SERVICE
ANALYSIS IN SERVICE LEVEL MANAGEMENT
(SLM)

Attorney Docket No.: APB-022

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11/13/03
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By:

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**REVOCATION OF PRIOR POWERS OF ATTORNEY
AND APPOINTMENT OF NEW POWER OF ATTORNEY**

Dear Sir:

Aprisma Management Technologies, Inc., the Assignee of the entire right, title and interest in the above-identified application by virtue of the Assignment document recorded in the U.S. Patent and Trademark Office for U.S. Serial No. 09/577,232 on June 21, 2000 (reel 010988, frame 0451-0454) hereby revokes all Powers of Attorney with respect to that application heretofore granted and appoints the below listed attorneys with full power of substitution and revocation to prosecute this application and to transact all business in the Patent Office connected therewith.

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Dated: 11/3/13